

ABSTRACT

The present invention relates to a dynamic response telecommunication system and method. The present dynamic response system marries client, server and services with telecommunication service provider's back-end to provide a richer customer
5 experience in place of or in combination with static voice answering or messaging. The present invention enables dynamic creation of a response to an incoming telephone call based on evaluation of a calling party's credentials against local information and call rules stored on a user's computer system or device or alternatively cached at the service
10 provider. The result can be a dynamic response message, locale and announcer information for prompt playback in a specific language as well as action options for further call processing.